

Please do whatever is necessary in order to allow me to access qualified VRS interpreting personnel, thus ensuring language translation accuracy and ability to capture in appropriate visual format the vocal/speech nuances of the hearing party. It is important to have seamless, barrier-free communications with minimal or no lag time, and easy navigation of interactive voice menu systems without need for multiple callbacks

It helps to ease the awkwardness by seeing the facial expressions that are not visible on tty calls, and it helps me to be more alert and more sensitive. please keep VRS going. Thank you.